

I. Register your account

- a. Go to <https://mwrlink.murfreesborotn.gov> and click the Login tab. This is in the top right of the screen located between the Home and Help tabs.



Welcome to Murfreesboro Water Resources Department's Online Access!

To make a payment with credit card or e-check: Click on the "Online Payment" link on the left hand side of this page. You will need your 9-digit customer and 8-digit account numbers to make the payment. These can be found at the top of your bill, or call Customer Service at 615-848-3209, Option 2 to have us look it up. Thank you

MWRD has enhanced the services available to you on the online payment website. You can pay your utility bill online, review past bills, compare usage histories and request e-bills instead of a paper bill.

You may register by selecting "Login" in the upper right hand corner. Registering will provide you the option to review account information.

Please contact our Customer Service Department at (615) 848-3209 if you need assistance.

Thank you for visiting our online payment website. We hope you find it informative.

Please visit our MWRD site for new service.

- b. From here, you will select Register.



Login

Username:

Password:

☐ Remember Login

[Register](#) [Retrieve Password](#) [Forgot Username?](#)


c. Enrollment info


- i. When enrolling, create a username and password that is easy to remember. If you want to share your access to this LINK account with others, having an easy to remember user and password will come in handy.
- ii. When entering the customer and account number from your bill, the first set of numbers to the left of the dash is your customer number. The set of numbers to the right is your account number.
- iii. If you want to receive paperless bills, select eBills. Once you register for this feature, you will receive emails notifying you when your bill is ready to view. You will then need to log into your LINK account and view a PDF copy of your bill. At this time, customers who enroll in eBills can also receive a bill in the mail by selecting printed bills along with eBills.
- iv. Once you have all the fields indicated in red completed, select Register in the bottom left section of the screen. You will then receive an email containing a link to verify your account. You will need to do so in order to access your account. If you don't receive a verification email, contact customer service at 615-848-3209.


[Home](#) [Login](#) [Help](#) [Contact](#)


Register


***Note:** Membership to this website is Verified. Once your account information has been submitted, you will receive an email containing a link that you can use to verify your account. All fields marked with a red arrow are required. - (Note: - Registration may take several seconds. Once you click the Register button please wait until the system responds.)


 Indicates required fields


User Name: 


Password: 


Confirm Password: 


First Name: 


Last Name: 


Customer Number 

Account Number 

Receive eBills?  ☐

Receive Printed Bills?  ☐

Email Address: 

Confirm Email Address: 

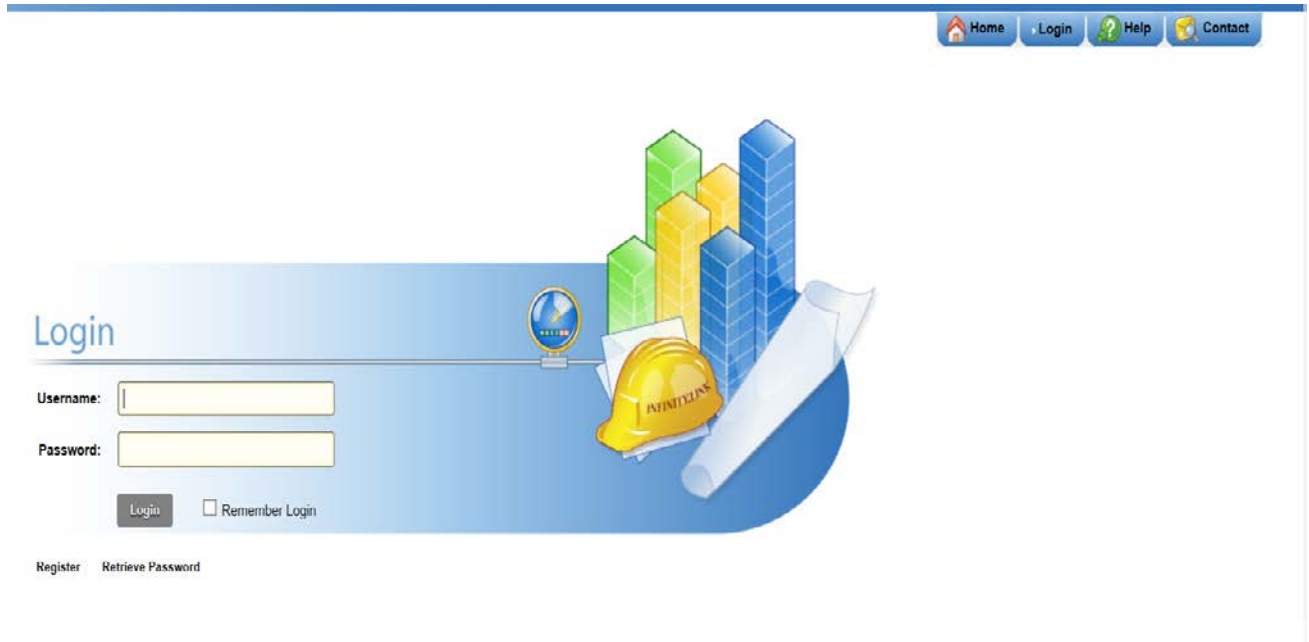
Customer-Account Number
00000002-00000010

Register

Cancel

II. Logging into LINK

- At the main login screen, enter your username and password to access your LINK account.



The login screen features a blue header with navigation links: Home, Login, Help, and Contact. The main area has a large graphic of a yellow hard hat with 'AVANTIAN' on it, next to a bar chart and a rolled-up document. The login form includes fields for Username and Password, a Login button, and a Remember Login checkbox. Links for Register and Retrieve Password are at the bottom.

Home Login Help Contact

Login

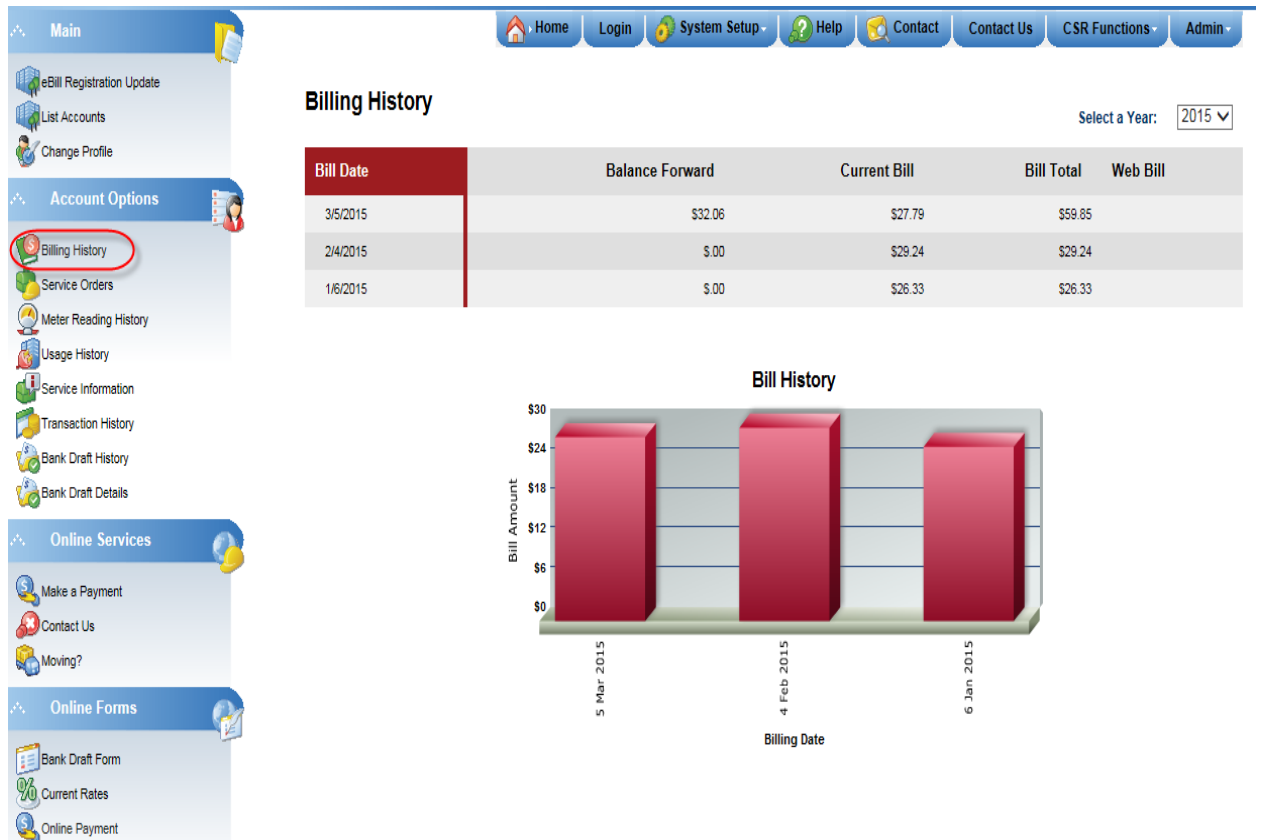
Username:

Password:

Login ☐ Remember Login

[Register](#) [Retrieve Password](#)

- Once logged in, you will have access to many features including Billing History, Usage and Reading History and Transaction History just to name a few.



The dashboard shows a left sidebar with navigation menus: Main, Account Options, Online Services, and Online Forms. The Billing History section is highlighted in the Account Options menu. The main content area displays the Billing History table and a Bill History bar chart.

Main

- eBill Registration Update
- List Accounts
- Change Profile

Account Options

- Billing History**
- Service Orders
- Meter Reading History
- Usage History
- Service Information
- Transaction History
- Bank Draft History
- Bank Draft Details

Online Services

- Make a Payment
- Contact Us
- Moving?

Online Forms

- Bank Draft Form
- Current Rates
- Online Payment

Billing History

Select a Year: 2015

Bill Date	Balance Forward	Current Bill	Bill Total	Web Bill
3/5/2015	\$32.06	\$27.79	\$59.85	
2/4/2015	\$0.00	\$29.24	\$29.24	
1/6/2015	\$0.00	\$26.33	\$26.33	

Bill History

Bill Amount

Billing Date

5 Mar 2015 4 Feb 2015 6 Jan 2015

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Water Meter Readings

Select a Year:
2015
Water

Date	Meter #	Previous Read	Current Read	# of Days	Type of Reading	Consumption	Unit of Measure	Average
Mar 02, 2015	A3397	44940	45020	28	Actual Read	80	Cubic Feet	2.86
Feb 02, 2015	A3397	44840	44940	31	Actual Read	100	Cubic Feet	3.23
Jan 02, 2015	A3397	44780	44840	32	Actual Read	60	Cubic Feet	1.88

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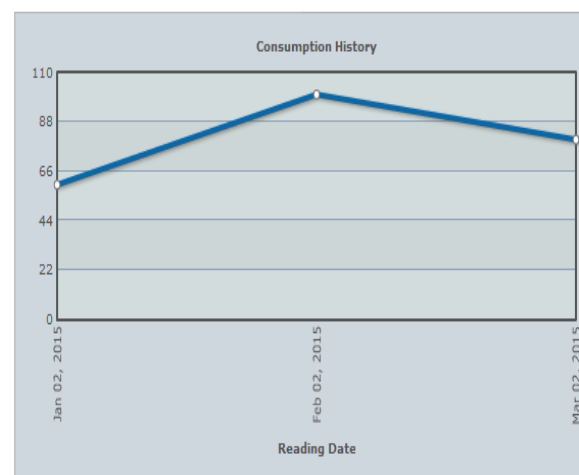
Online Forms

Bank Draft Form
Current Rates
Online Payment

Water Consumption History for your account

Select a Year:
2015

Reading Date	Consumption	Units
Mar 02, 2015	80.00	Cubic Feet
Feb 02, 2015	100.00	Cubic Feet
Jan 02, 2015	60.00	Cubic Feet



Main

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Transaction History

Select a Year 2015

Date	Description	Amount	Balance
Mar 23, 2015	Late Fees	\$2.68	\$30.47
Mar 10, 2015	Payment Cashier	(\$32.06)	\$27.79
Mar 05, 2015	Cycle Billing Due: Friday, March 20, 2015	\$27.79	\$59.85
Feb 20, 2015	Late Fees	\$2.82	\$32.06
Feb 04, 2015	Cycle Billing Due: Thursday, February 19, 2015	\$29.24	\$29.24
Jan 27, 2015	Payment Cashier	(\$28.87)	\$0.00
Jan 23, 2015	Late Fees	\$2.54	\$28.87
Jan 06, 2015	Cycle Billing Due: Thursday, January 22, 2015	\$26.33	\$26.33

III. Password and username retrieval

- Forgot your password or username? No problem. Select from these two options. You will receive an email on the email address you registered containing the password or username you have forgotten. Note that if you are requesting password retrieval, you will need your username.

Login

Username:

Password:

☐ Remember Login

IV. Multiple accounts

- a. Have multiple accounts? You can access all your accounts with ease. Once you have registered one account, you can see a listing of the other ones.

Change Account

Balance Past Due
☒ Display Active Accounts And Accounts with Balance Only

Account #	Name	Service Address	Balance	Pending Web Payment
1000000001	1000000001	1000000001	(\$7.84)	\$0.00
1000000002	1000000002	1000000002	\$36.67	\$0.00
1000000003	1000000003	1000000003	\$57.89	\$0.00
1000000004	1000000004	1000000004	\$102.80	\$0.00
1000000005	1000000005	1000000005	\$82.28	\$0.00
1000000006	1000000006	1000000006	\$0.00	\$0.00
1000000007	1000000007	1000000007	\$68.38	\$0.00
1000000008	1000000008	1000000008	\$61.13	\$0.00
1000000009	1000000009	1000000009	\$62.57	\$0.00
1000000010	1000000010	1000000010	\$0.00	\$0.00
1000000011	1000000011	1000000011	(\$3.58)	\$0.00
			Balance:	\$520.30
			Pending Web Payments:	\$0.00
			Net Balance:	\$520.30

** The pending web payment total above is the total of all pending payments for all your accounts.
To view the actual net balance for a specific account, please switch to that account.

- b. You can also register all your accounts at once for eBills.

eBill Registration

Select the Account(s) you wish to register for eBill and then click on the Update eBill Registration button.

☐ Select All Accounts for eBill Registration ☒ Display Active Accounts Only

Account #	Service Address	Account Status	Website Registration Date	eBill Registration Date	Email	Register for eBill?	Allow Website Registration *
1000000001	1000000001	Active				<input type="checkbox"/>	<input checked="" type="checkbox"/>
1000000002	1000000002	Active				<input type="checkbox"/>	<input checked="" type="checkbox"/>
1000000003	1000000003	Active				<input type="checkbox"/>	<input checked="" type="checkbox"/>
1000000004	1000000004	Active				<input type="checkbox"/>	<input checked="" type="checkbox"/>
1000000005	1000000005	Active				<input type="checkbox"/>	<input checked="" type="checkbox"/>
1000000006	1000000006	Active				<input type="checkbox"/>	<input checked="" type="checkbox"/>
1000000007	1000000007	Active				<input type="checkbox"/>	<input checked="" type="checkbox"/>
1000000008	1000000008	Active				<input type="checkbox"/>	<input checked="" type="checkbox"/>
1000000009	1000000009	Active				<input type="checkbox"/>	<input checked="" type="checkbox"/>
1000000010	1000000010	Active				<input type="checkbox"/>	<input checked="" type="checkbox"/>
1000000011	1000000011	Active				<input type="checkbox"/>	<input checked="" type="checkbox"/>
1000000012	1000000012	Active				<input type="checkbox"/>	<input checked="" type="checkbox"/>

* If you are a landlord, you can allow/disallow tenants from self-registering accounts on the website.

[Update eBill Registration](#)